



Changes Coming to Fleet Management

Briefing for Operators of State Vehicles

Making Driving Easier & Safer for Operators of State-Owned Vehicles



Presented by:

Office of Fleet Management Services

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Briefing for Operators of State Vehicles

Changes to Fleet Management

Topics to Review:

- Office of Fleet Management Services (OFMS) Vehicle Management Control Center (VMCC)
- Changes to Policy & Procedures
- Accident Reporting
- Fuel Card Program
- Operator Responsibilities



***Making Driving Easier &
Safer for Operators of State-Owned Vehicles***

Changes to Fleet Management Background

- JLARC - “Review of the State’s Passenger Vehicle Fleet” (2004)
- APA - “Statewide Review of Agency-Owned Vehicles” (2004)
- Both reviews recommended major changes in the way the State operates and manages its vehicles



***Making Driving Easier & Safer for Operators of
State-Owned Vehicles***

The Concept:

Making Driving Easier & Safer for Operators of State-Owned Vehicles Changes to Fleet Management

- Implement a Vehicle Maintenance Control Center (VMCC) at the Office of Fleet Management Services (OFMS) facility
- OFMS will implement an automated Fleet Management System (FMS) for vehicle management
- Two stage implementation plan
 - Phase I (for OFMS vehicles)
 - Phase II (for outside Agencies) needing assistance with fleet management functions for agency owned vehicles



Operators of State Vehicles

Vehicle Access Remains the Same

Operators of Trip Pool Vehicles:

- All agencies have at least one individual assigned as an Agency Transportation Officer (ATO)
- To reserve a vehicle for a day trip or up to three weeks long, your ATO can reserve a vehicle for you online

Operators of Permanently Assigned Vehicles:

- If an agency needs a permanently assigned vehicle, request assignment by submitting a Form CP-3 to OFMS. Contact OFMS for assistance to complete CP-3. (Forms can be downloaded from OFMS website <http://fleet.dgs.virginia.gov/>)
- ATOs and operators of permanently assigned vehicle(s) are responsible for ensuring preventative maintenance schedule is met and reporting vehicle information to OFMS as required

Vehicle Management Control Center (VMCC)

Making Driving Easier & Safer for Operators of State-Owned Vehicles

1-866-857-6866

VMCC Call Center – Begins September 1, 2005

- Emergency Roadside Services
24 hrs, 7 days a week, 365 days a year

*Call the toll-free number (1-866-857-6866)
for fleet inquiries.*

Follow voice instructions to access appropriate area of OFMS, all after hours calls will be routed to the emergency roadside assistance attendants.



Vehicle Management Control Center (VMCC)

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Advantages of VMCC Call Center:

- Emergency roadside services – 24 hrs, 7 days a week, 365 days a year
- An automated FMS capturing consistent operating and cost data for all vehicles in the program
- Consistent reports on vehicle usage, operating costs, fuel, preventative maintenance compliance, etc.
- ASE certified technicians in VMCC call center available to address any vehicle issue



How does the VMCC call center work?

Just Call 1-866-857-6866

VMCC Call Center:

- Provides one phone number for all vehicle related issues
- For permanently assigned vehicles: notifies vehicle operator and ATO of a required preventative maintenance service
- Operators call VMCC to receive vehicle service date/time and maintenance facility location
- Maintenance facilities located statewide including both government and commercial shops
- Manages vehicle services performed by maintenance facilities determining appropriate services and costs
- Verifies all invoices for accuracy prior to payment and verifies invoices match what was agreed
- Tracks all warranties, recalls, and monitors maintenance provider performance

Making Driving Easier & Safer for Operators of State-Owned Vehicles

Changes to Fleet Policy and Procedures

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- VMCC will manage all vehicle service and repair events:
 - preventive maintenance, scheduled/unscheduled repairs, breakdowns, and accidents
- Operators of state vehicles are to notify the VMCC by calling the toll-free phone number (1-866-857-6866) when emergency repairs are needed, and follow instructions provided by the VMCC
- Prior to having any work performed by a maintenance facility, the VMCC must be contacted



Continued:

Changes to Fleet Policy and Procedures

Making Driving Easier & Safer for Operators of State-Owned Vehicles

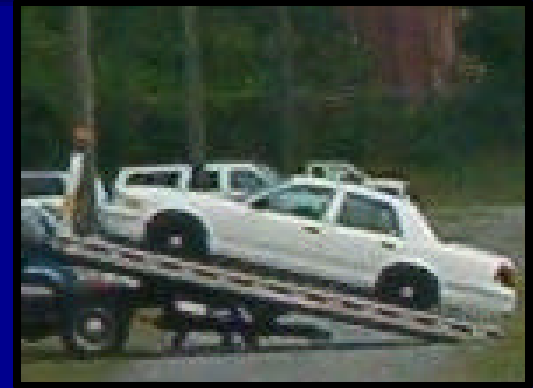
- Operators of state vehicles **MUST** enter correct odometer readings (no tenths), into the card readers at all VDOT and commercial self-service fueling sites
- Mechanical trouble or deficiencies
 - For Trip Pool Vehicles: Immediately notify the VMCC (1-866-857-6866) and describe the vehicle mechanical issue(s) or deficiencies
 - For Permanently Assigned Vehicles: Immediately notify the VMCC (1-866-857-6866) then your ATO or any other individuals responsible for the vehicles at the agency

Continued:

Changes to Fleet Policy and Procedures

Making Driving Easier & Safer for Operators of State-Owned Vehicles (Breakdowns and Accidents)

- When a fleet vehicle is inoperable, the operator should call the VMCC
 - VMCC will establish operator and passengers are safe and arrange alternate transportation if necessary
 - VMCC will coordinate with the operator of the vehicle to arrange for towing or repairs at the nearest location as determined by the VMCC
- VMCC will notify the operator and if necessary also the ATO upon completion of vehicle repairs



Continued:

Changes to Fleet Policy and Procedures

Making Driving Easier & Safer for Operators of State-Owned Vehicles (New Mileage Reporting Requirements)

Mileage Reporting Made Easier:

- Operators must enter odometer readings (no tenths) into card readers at all VDOT and commercial self-service fueling sites
 - Correct odometer readings are critical to making required mileage reporting easier for ATO, agencies, and OFMS
 - The VMCC will contact the ATO and operators if assistance is needed for correct odometer reporting

- The VMCC will run daily meter exception reports listing vehicles with incorrect odometer readings, and will contract the ATO or vehicle operator for corrective action.



If You Have An Accident in a State Vehicle

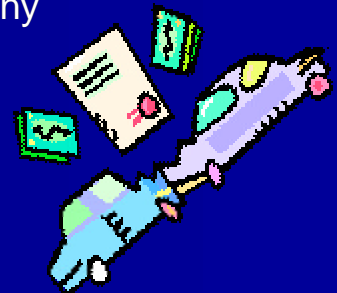
**Making Driving Easier & Safer for Operators of
State-Owned Vehicles**

1-866-857-6866



If an Operator of a State Vehicle has an Accident the Operator Should:

- Stop immediately, take all precautions to prevent further accidents
- Contact emergency services, if necessary, if you don't have emergency contact information – contact the VMCC (1-866-857-6866)
- Then, call the VMCC toll free number and report the situation, VMCC will contact the nearest Virginia State Police Division Office
 - Virginia State Police, by law, must investigate all accidents involving state vehicles
 - Inform the VMCC if injuries have occurred
 - The VMCC, if needed, will arrange towing and transportation for the operator and passengers to a safe location
- Complete the forms located in the glove compartment:
 - Accident report (Automobile Loss Notice)
 - Information exchange form
- Notify your ATO and supervisor in your agency immediately
- Discuss details of an accident with only your employer, Virginia State Police, OFMS, or, if instructed to do so by your agency, with a representative from Crawford and Company



Fuel Card Program

Making Driving Easier & Safer for Operators of State-Owned Vehicles

- New card will be used starting October 1, 2005
- Pricing will be based on OPIS (Oil Price Information Service) plus a management fee
- Card will activate VDOT pumps and interface with the OFMS automated fleet management system



Responsibilities Operators of State Vehicles

- Drive safe and defensively
- Access a trip pool vehicle through your ATO or coordinator
- Properly enter odometer readings into card reader when refueling
- Follow accident procedures
- Report damage to vehicle promptly to VMCC; if it is a permanently assigned vehicle damage must also be reported to your ATO
- Follow instructions from the VMCC, ensure preventative maintenance services are completed in a timely manner
- Do not misuse vehicle





Presentation slides and the policies and procedures are available online at
<http://fleet.dgs.virginia.gov/>

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